

**MONTANA ASSOCIATION OF COUNTIES  
(MACo)**

**REQUEST FOR PROPOSALS**

Name of Project:

*Network Assessment, Maintenance and Support*

Contact Person: Sheryl Wood, Associate Director

PHONE: (406) 444-4360

FAX: (406) 442-5238

E-MAIL: [swood@maco.cog.mt.us](mailto:swood@maco.cog.mt.us)

**RFP ISSUE DATE: May 24, 2007**

**PROPOSAL DUE DATE: June 8, 2007 5:00 p.m., MST**

**LATE PROPOSALS WILL NOT BE ACCEPTED**

SUBMITTAL LOCATION:

Montana Association of Counties  
Attn: Sheryl Wood, Associate Director  
2715 Skyway Drive  
Helena, MT 59602

<b>Purpose: MACo is seeking a person or firm to:</b>	
1)	Evaluate, recommend and perform system performance checks and enhancements
2)	Evaluate, recommend and implement a network security program
3)	Evaluate, recommend and install a reliable network backup/disaster recovery system
4)	Evaluate, recommend and install necessary software updates
5)	Inventory and evaluate software licensing compliance
6 )	Ongoing maintenance and support of current computers and network system
7)	Recycling/Disposal of old equipment

<b>Dated Timetable (MACo reserves the right to modify the timetable at its discretion)</b>	
Issue the Request for Proposals (RFP)	May 24, 2007
Proposals due to MACo	June 8, 2007

### **SCOPE OF WORK**

MACo is seeking proposals from individuals or companies to provide:

- (1) Ongoing maintenance of our current system
- (2) Analysis of the technology needs for MACo
- (3) Assessment of necessary upgrades to existing systems and improvements to create a well functioning, reliable infrastructure
- (4) Determine upgrades and/or replacement of existing workstations. Recommend software
- (5) Plan/install a secure, reliable backup/disaster recovery system
- (6) Recycle/Dispose of old equipment, including destruction/removal of data from hard drives

MACo will utilize the improved infrastructure to more effectively support the programs offered through our three locations. In order to meet that goal, the technology infrastructure will need to be sound, stable and well maintained. The technology infrastructure shall include hardware, software and other equipment and/or wiring that would be a part of the recommended plan for MACo.

MACo requires a Contractor with demonstrated dedication to responding to industry standards and innovation, and demonstrated reliability in customer support and training.

MACo reserves the right to amend the services requested in this RFP for necessary time constraints, business needs, and/or the availability of approved funding.

MACo and the Contractor will agree upon a payment schedule based on successful implementation of the stated objectives. MACo and the selected Contractor may negotiate the final description of work tasks and deliverables within the scope of what is advertised here.

The person or company selected as a result of this RFP will provide pricing for the purchase of all needed hardware, wiring, software licenses, software maintenance, and other services as proposed. MACo reserves the right to purchase items for installation/use by Contractor.

In this RFP, the term Contractor refers to the person or company that is awarded this contract for services. The term "Proposer" refers to an individual or company that is developing a Proposal in response to this RFP.

## **Other Information**

There is a MACo website at <http://www.maco.cog.mt.us>. This informational web site provides information about the Association, its programs, services, and staffing.

### **1.0 REQUIRED CONTENTS FOR PROPOSAL, SERVICES AND QUALIFICATIONS**

#### **1.1 Required Contents for Proposals**

##### **a. Experience of Key Personnel**

Proposers Key Personnel must have experience performing services comparable to the requested services. The proposal will demonstrate this requirement is met by listing projects completed by the Key Personnel within the last three years.

##### **b. Date of Proposal Submission:**

The Response to this RFP must be received at the address identified in page 1 of this RFP no later than June 8, 2007, 5:00 p.m., MST.

##### **c. Original Signature:**

At least one copy of the Response to the RFP submitted by a Proposer must bear an original signature of the owner of the company, sole proprietor, or authorized representative.

##### **d. Cover Sheet:**

The Proposal must include a properly completed and signed Cover Sheet. A sample Cover Sheet with all of the required information is included as Attachment A.

##### **e. Fee Schedule:**

The Proposal must include a complete fee schedule for the services and all information described herein.

##### **f. Technical Support:**

Proposer must provide complete and accurate information as to the services, support, and training that will be provided under this contract.

#### **1.2 Services and Qualifications**

Each Proposal must comply with the following Services and Qualifications. Proposals not meeting the requirements will be considered non-responsive and will be rejected.

##### **a. Ongoing Maintenance of existing system:**

Proposer must demonstrate the experience and knowledge necessary to maintain the existing system at MACo. A description of the existing system is shown in Attachment B.

##### **b. Infrastructure Assessment and Procurement:**

Proposer must demonstrate that they have the following experience and qualifications:

- To analyze the infrastructure – including hardware, software, wiring and internet connectivity currently in place; and
- To prepare an assessment for the need to upgrade and /or replace equipment and services.
- To recommend and install a stable, scalable, backup/data recovery system.

Proposer must have the knowledge to assist in the coordination of procurement of said upgrades/replacements.

The assessment and plan must prioritize system security, disaster recovery and stability.

**c. Installation:**

Proposer must demonstrate that they have the knowledge, experience and capacity to provide the installation services required for hardware, associated software, and Internet connectivity devices.

**d. Training:**

Proposer must demonstrate that they have the knowledge, experience, and capacity to train key users in day-to-day operations of the installed infrastructure.

**e. Recycling/Disposal of old Equipment**

Proposer must provide information regarding their methods to recycle or dispose of old equipment. Proposer must ensure MACo that they will destroy, or make irretrievable, all information from hard drives.

**f. Availability/Response**

Proposer must ensure MACo that they have the adequate staff to provide technology support services in a timely fashion, including emergency assistance and/or response time with minimal downtime to the Association.

### **1.3 Scoring Criteria and Other General Information**

Scoring will be based on the following categories. A committee will evaluate, score, and rank proposals based on the criteria provided below. A Cover Page is required, but not included in the scoring.

**IN EVALUATING THE PROPOSALS THERE WILL BE A TOTAL OF 200 POINTS AVAILABLE.**

**a. Overview**

**10 Points Maximum**

*The overview should demonstrate the Proposer's overall qualifications to fulfill the requirements of this RFP, including experience in assessing and implementing a technical infrastructure with organizations – preferably non-profit specific experience.*

**b. Implementation Approach**

**40 Points Maximum**

*Describe the approach to be taken on this project. Provide the steps and actions you will take to accomplish the project described in this RFP. Provide a proposed schedule for delivery of the major task milestones and indicate management approach to be used when addressing key issues of the project. Proposers should describe the methodology to be used to assess, procure and implement the technology infrastructure providing an implementation timeline. This timeline need not include specific implementation dates,*

*but should include the time required for each phase of implementation beginning with completion of contract negotiations. Proposals should also include a description of the resources of both the Proposer and MACo staff required in order to ensure a successful implementation.*

**e. Key Personnel Qualifications/Experience 20 Points Maximum**

*Identify Key Personnel and provide their qualifications and experience related to the requested services. Response should address the following:*

- *Names of Key Person(s) who will be performing the work and their responsibilities;*
- *Extent of Key Persons(s) involvement on this project;*
- *Names of other person(s) who will have substantial involvement with the project;*
- *Qualifications including relevant individual experience for all personnel;*
- *Short description of experience on similar or related projects.*

*Proposers should provide the professional credentials and experience of the managing, supervisory or senior personnel proposed for this contract. Proposers should provide information that demonstrates experience with conducting similar implementation efforts.*

**f. System Administration Requirements 30 Points Maximum**

*Proposers should describe the experience, knowledge and/or skill set needed by MACo Staff/System Administrator for the technology infrastructure. Proposals should also include the job duties or tasks to be completed by MACo Staff/System Administrator as well as the estimated number of hours required to complete the job duties. The number of hours required during implementation should be detailed separately from the number of ongoing hours required (after implementation).*

**g. Customer References 10 Points Maximum**

*The Proposer must provide a listing of for-profit and non-profit organization customers with a similar size to that of MACo, including contact names, addresses, and telephone numbers, which the Proposer and subcontractor(s) have performed similar work for within the last five (5) years. Three (3) of these customers should be highlighted as references regarding any implementation efforts in which the key personnel proposed to implement this project have been assigned.*

*References should be given that can address assessment, procurement, coordination, installation, implementation, customer service, support, and training.*

**h. Security 10 Points Maximum**

*Proposers should describe how they will address security, privacy, confidentiality, and HIPAA issues.*

**i. Training and Support 40 Points Maximum**

*Proposers should describe their approach to training, support, and service and provide a menu of related options.*

**j. Fee Schedule and Pricing Information 40 Points Maximum**

*Proposers must provide a comprehensive cost proposal that includes:*

- 1) *Cost of maintaining the current system – including responding to system problems, annual maintenance and upgrade costs*
- 2) *Cost of analysis and assessment of the current system*
- 3) *Cost of system design and planning for upgrades*
- 4) *Cost of procurement, installation, and configuration of disaster recovery system*
- 5) *Cost of recycling/disposal of old equipment*
- 6) *Cost of procurement, installation and implementation and maintenance of server system*
- 7) *Cost of providing training and ongoing support for the server system*
- 8) *Any other costs for services/equipment Proposer would recommend, but are not included in this RFP*

**Please provide a menu of services and prices**

**MACo reserves the right to select a contractor from all, or a portion of, pricing and services proposed. MACo reserves the right to negotiate services and prices.**

**MACo reserves the right to accept or reject any and/or all Proposals.**

**Attachment A: Cover Sheet**

Proposers Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name and telephone number of the contact person for this proposal:

\_\_\_\_\_

E-mail: \_\_\_\_\_

Federal ID or SS#: \_\_\_\_\_

The undersigned agrees and certifies that:

- 1) He/she has read and understands all of the instructions, specifications, terms, and conditions contained in the RFP;
- 2) He/she is the Proposer or an authorized representative of the Proposer;
- 3) He/she is empowered to bind the Proposer to the terms of the proposal;
- 4) The information provided in the proposal is true and accurate;
- 5) He/she is bound by and will comply with all requirements, specifications, terms, and conditions of this RFP;
- 6) He/she will furnish, or cause to be furnished, all of the services specified in the RFP in accordance with the Proposal and the subsequent Contract; and
- 7) Proposer is a registered business in the State of Montana and will, upon request, provide proof of registration; and
- 8) Proposer maintains appropriate insurances, such as liability/workers compensation, etc. and will, upon request, provide proof of coverages; and
- 9) He/she is submitting the enclosed proposal for consideration by MACo.

Authorized Signature: \_\_\_\_\_

(The Proposer or an authorized representative of the Proposer must sign this Cover Sheet)

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## **Attachment B: Description of the Existing Infrastructure at MACo**

The Montana Association of Counties is a 401-(C)-4 State Association that provides information and education to Montana's 56 counties and their elected and appointed officials and staff. The Association also administers three member insurance pools/trusts: property & casualty, workers compensation and health care. The network infrastructure currently consists of independent peer-to-peer networks in three buildings.

In Building One (MACo), located at 2715 Skyway Drive, the network consists of twelve (12) desktop computers and four (4) laptops. Internet, web hosting and e-mail services are provided through a Service Level Agreement with the State of Montana Information Technology Services Division. MACo is required to comply with all Montana State Technology Information policies and practices. All desktop computers in Building One are networked to a copier/scanner and a color printer, as well as having independent stand alone printers.

### **Building One Existing Software:**

**Workstations (12):** Windows XP Professional / MS Office 2000 & 2003 / Publisher / Front Page / Adobe Photoshop / Quickbooks Pro / Internet Explorer / Mozilla Firefox / AVG Free / Spybot / AdAware

**Laptops (4) :** Windows XP Professional / Windows Vista / MS Office 2000 & 2003 / Publisher / Front Page / Internet Explorer / AVG Free / Spybot / AdAware

Building Two (MACo Claims), located at 2717 Skyway Drive, consists of seven (7) desktop computers and one laptop. Computers are on a peer-to-peer network and have a separate Internet Service Provider. All desktop computers in building two are networked to a copier/scanner.

### **Building Two Existing Software:**

**Workstations (7):** Windows XP Professional / MS Office 2003 / Internet Explorer / AVG Free (Note: Six (6) computers are operating. One has been recently purchased and is not configured and/or installed at this time)

**Laptops (1):** Windows XP Professional / MS Office 2003 / Internet Explorer / AVG Free

Building three (MACo Health Care Trust), located at 725 N. Montana Avenue, consists of two (2) desktop computers and one (1) laptop/docking station. Computers are on a peer-to peer network and have a separate Internet Service Provider.

### **Building Three Existing Software:**

**Workstations (2):** Windows XP Professional / MS Office 2003 / Internet Explorer / Quickbooks Pro

**Laptops (1) :** Windows XP Professional / MS Office 2003 / Internet Explorer

(Note: Other software that has not been identified at the time of the issuance of this RFP may be present on MACo computers.